


## *What we've heard...*

- Various people at SFA U have taken classes on project management. Yet we do not have a **uniform** process and language in place for managing projects, group decision making, and team performance.
- Team Leads who are given informal **support** have been more effective and get results quicker than those who are less supported.

## *The Vision*

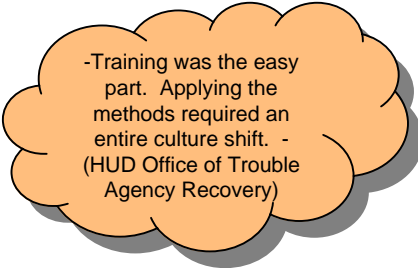
- SFA team leaders create a **common experience** for all team members by providing a framework for planning and problem solving.
- Team leads have the necessary skills to ensure **commitment** , **accountability** and **creativity** by their team members.



In training it works!  
However, once I went  
back to my  
organization, I just  
couldn't get it off the  
ground. -(NSLI  
Participant)

## *The Purpose*

- **Performance Driven, Results Oriented:** Improved facilitation and decision making ensures we have the right people, working on the right things, at the right time.
- **Accountability:** Decisions and tasks will be actionable, trackable, and consistent with the team's overall objectives.
- **Efficiency:** Processes, templates, and a common language are the foundation for teams achieving results in less time.



-Training was the easy  
part. Applying the  
methods required an  
entire culture shift. -  
(HUD Office of Trouble  
Agency Recovery)



## 4 Key Modules

Training

Implementation: Coaching, Practice, Feedback

1.

### Facilitative Leadership\*

- Meeting Skills\*
- Agenda Planning
- Tools for Reaching Agreement\*
- Group Decision Making

2.

### Project Planning

- Designing Pathways to Action\*
- Setting Measurable Goals
- Connecting the Vision with Goals and Performance Measures
- Setting team expectations and agreements

3.

### Project Management

- Tracking Team and Individual Accomplishments
- Managing Resources

4.

### Team Building

- What Makes a High Performance Team?
- Focus on Processes, Results and Relationships\*
- Building Trust

\* Copyright Interaction Associates



## *Where are we now?*

- Discussions driven by topics, not outcomes.
- Meeting purpose & context not defined
- “Squeaky wheel” gets the attention & drives the process
- No clear roles (Team Leader, Facilitator, Recorder, Time Keeper, Grp. Memory)
- Mtgs continue when key decision makers not present
- Every meeting is an entity within itself; not always a connection with previous/related mtgs
- Tasks not always evenly distributed or clearly communicated- lack of follow through
- Facilitators do not have tools they need to keep the group on track
- Little focus on the group dynamics

How do we get there?

## *Where do we want to go?*

- Decision driven → Action oriented
- Entire group understands, owns, and is accountable for the process
- Shared decision making processes
- Clearly defined meeting roles
- Process, results, **and** relationships measure success
- Uniform agenda format (prevention strategies)
- Tools in place to help get group back on track (intervention strategies)
- “Trust the process” - but first, there must be one in place



## Resources

- **Ryan:** Implementation, best-in-business expertise and overall “lead-by-example” project management. Provide coaching and feedback to SFA employees. Work with specific groups to support implementation of the 4 Key Modules. Transition role to SFA U “Effective Teams” Champion.
- **1 Full Time SFA Resource:** “Effective Teams” Champion. Shared responsibility for implementation of 4 Key Modules. Participate in the development of materials. We will position this person to take over Ryan’s roll once the project is complete.
- **Interaction Associates:** *Role TBD-* Facilitative Leadership may be licensed/ delivered by IA.

## Timeframe

- **4 months:** “Give a little, get a little!” A incremental rollout of modules will provide immediate results.

## Critical Success Factors

- **Top Management Support:** This initiative requires SFA U management be role models and live the example.
- **All SFA U employees attend the training sessions:** The training establishes a common language; implementation of the tools requires all employees be familiar with the basic principles.
- **Applying the skills in real life situations:** Ryan’s support of the team leads for a specified time will allow them to apply the tools and buy in to the process. In addition, Ryan will be able to help team leaders identify strengths and weaknesses. This hands on coaching is the link between the training and implementation.

